

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE
(Attorney Docket No. 12658SSUS01U)

In the Application of:	§ Group Art Unit: 2665
Marcus O'Sullivan, Michael Frawley	§ Examiner: Ryman, Daniel J.
	§
Serial No.: 09/748,069	§
	§
Filed: December 22, 2000	§
	§
For: A NETWORK SPANNING	§
HETEROGENEOUS CALL CENTER	§
AND METHOD OF OPERATION	§

AMENDMENT AND RESPONSE
ACCOMPANYING REQUEST FOR CONTINUED EXAMINATION

Mail Stop RCE
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

Responsive to the Final Official Action having a mailed date of March 22, 2006, the Applicant requests the Examiner to enter this Amendment and requests reconsideration and withdrawal of all outstanding rejections culminating in allowance of the pending claims.

Also accompanying this amendment and response is a Request for Continued Examination, with appropriate fees, and a Petition with appropriate fees to extend the period of response to now Monday, July 24, 2006.

Amendment to the Specification – N/A

Amendment to the Claims begins on page 2 of this paper.

Amendment to the Drawings – N/A

Remarks begin on page 7 of this paper.